



## **Town of BOYLSTON Customer Service Survey**

Please return by **September 15, 2007**  
to **Boylston Town Hall / Selectmen's Office**  
**221 Main Street. Boylston, MA 01505**

	Yes	No
1. Have you or a member of your household contacted the Town about a request for service, for information, or to file a complaint in the past 12 months? If no, skip to Question 6.		
2. Was the person who handled the call or visit courteous and professional?		
3. Was the issue addressed to your satisfaction?		
4. If the answer you received in response to the request was "no," or that it was "not allowed," etc., was the reasoning behind the answer explained to you in a satisfactory manner?		
5. Upon completion of the process, did you find that you were provided with incorrect or incomplete information? If yes, by which department? _____		
6. Overall, do you think that Town government understands your customer service expectations?		
7. Overall, do you think that Town government meets <u>your</u> customer service expectations?		
8. Overall, do you think Town government performs as <u>promised</u> in terms of customer service?		

	Don't Know	Poor	Good	Very Good	Excellent
9. Overall, how would you rate the customer service currently provided by the Town?					
How would you rate the customer service currently provided by the following Town departments:					
10. Animal Control					
11. Assessing					
12. Board of Health					
13. Building Inspector					
14. Clerk					
15. Conservation Commission					
16. Council on Aging					
17. Fire Dept.					
18. Library					
19. Parks and Recreation					
20. Planning Board					
21. Public Works (DPW)					
22. Police					
23. School – Elementary					
24. School – Tahanto Regional					
25. Selectmen					
26. Tax Collector					
27. Town Administrator					
28. Treasurer					
29. Zoning Board of Appeals					

	Getting Worse	No Change	Improving
30. Overall, during the past year, how do you think the customer service provided by Town government is changing? If you have noticed a change in any departments, please list below:			

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**Please fee free to use the reverse side of this form or attach a separate piece of paper with additional comments.**

**If you would like to make a difference by serving Town government, please give us your name and phone number.**